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**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, April 15, 2016 6:16 PM  
**To:** MANCHA, HECTOR  
**Subject:** FW: Family Unit Processing - (A)Port Director Message

Mr. Mancha,

Please see (A)PD (b)(6), (b)(7)(C) message below regarding Port FAMU processing times.

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Watch Commander  
El Paso Field Office

(b)(6), (b)(7)(C) (cell)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, April 15, 2016 3:06 PM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** RE: Family Unit Processing

(b)(6), (b)(7)(C)

Thanks you for the assistance in this matter (b)(6), (b)(7)(C) and I spent half a day yesterday conducting an inquiry into the same thing and providing the PD a brief on the issue. We came to the same conclusions. She is working directly with the FOD to address the existing issues, but we realize we have some work to do at the port. He sent out some guidance which I will forward to you for awareness.

Please keep us looped in on any discussion or arrangements with ERO. We will continue to muster with Supervisors and Chiefs. Watch Commanders are continuing to ask for a status on cases submitted for placement/transportation.

Thank You

(b)(6), (b)(7)(C)  
Assistant Port Director  
Port of El Paso Texas  
Office  
BB (b)(6), (b)(7)(C)

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From: (b)(6), (b)(7)(C)

Sent: Friday, April 15, 2016 12:55 PM

To:

(b)(6), (b)(7)(C)

Cc:

(b)(6), (b)(7)(C)

Subject: FW: Family Unit Processing

(b)(6), (b)(7)(C)

Regarding the (b)(7)(E) threshold for detaining juveniles (UAC and FAMU).

We have been working to determine any other issues (other than ERO not acting on placement on the weekends) that may need to be addressed to ensure OFO is doing all we can to timely process and provide accurate reporting.

Using a sample of FAMU cases from the weekend of April 8 – 10, these sample cases were researched and one area was found that may need to be addressed and two additional areas that are recommended to emphasize to avoid any future issues.

## Field Office - FAMILY UNITS

Port of Entry	Alien Registration Number	Reported Apprehend Date and Time	Apprehend Date and Time per detention log	Apprehend Date and Time per SIGMA	Apprehend Date and Time per TECS	(b)(7)(E) Case Start Date and Time	Hours in Custody before case initiated in (b)(7)(E)	Reported Total Hours in Custody	Adjusted Total Hours in Custody (RH/MH)	Reported Date & Time Case Completed & ICE Notified	Completion Date and Time per Detention Log	Actual Date & Time ICE Notified per email	Reported Date & Time TOT ICE	Date & Time FOICE per detention log
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Bridge of the Americas, El Paso TX														
Bridge of the Americas, El Paso TX														
Bridge of the Americas, El Paso TX														
Bridge of the Americas, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Ysleta, El Paso TX														
Bridge of the Americas, El Paso TX														
Bridge of the Americas, El Paso TX														
Paso Del Norte, El Paso TX														
Paso Del Norte, El Paso TX														
Paso Del Norte, El Paso TX														
Paso Del Norte, El Paso TX														
Bridge of the Americas, El Paso TX														
Bridge of the Americas, El Paso TX														

(b)(6), (b)(7)(C), (b)(7)(E)

Area to be reviewed / addressed:

- 1) FAMU cases waiting in queue at Ysleta and BOTA. Please see columns highlighted in yellow with red arrows above. There were six (6) cases that were in OFO custody for (b)(7)(E) or more before case processing was initiated in SIGMA. Three of these cases were in OFO custody for more than (b)(7)(E) before SIGMA processing was initiated. The Port reported a systems outage on Thursday that may have contributed to longer processing times, however, most of these cases were apprehended on Wednesday.

Two of the six cases were TOT ERO on Friday afternoon, two on Saturday, one on Monday, and one on Tuesday. (b)(7)(E) appears that the length of time held at the Port before case processing was initiated also contributed.

Additional areas recommended to emphasize:

- 2) Master Detention Logs in PCS. The total hours in custody on the Daily UAC / FAMU reports sent to HQ are calculated from the Apprehension Date/Time and the TOT ERO Date/Time. It was determined that the TOT ERO information reported by the Port is coming directly from the Master Detention Logs. Therefore, **it is extremely important for the Master Detention Logs (especially the date and time subject TOT/ departed) to be accurate**. If inaccurate, we could be inadvertently reporting that we held someone in custody for a longer period of time than we actually held them. A review of the master logs and personal detention logs for this sample of cases indicate that the master detention logs were accurate. Recommend emphasizing to Supervisors how important it is for these logs to continue to be accurate to avoid any reporting errors.
- 3) Port's (b)(7)(E) groupbox for communicating the placement requests to ERO. As we discussed, it may be advisable for the Port to keep these emails for a certain period of time instead of deleting them. If a third party (HQ, ERO, etc.) questions when or how the Port made the placement requests, these emails in the groupbox may be very helpful to have.

(b)(6), (b)(7)(C)

Watch Commander  
El Paso Field Office

(b)(6), (b)(7)(C) (cell)

From: (b)(6), (b)(7)(C)

Sent: Tuesday, April 12, 2016 9:09 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Family Unit Processing

(b)(6), (b)(7)(C)

HQ is taking an interest in family unit processing times and asking for reasons when any go over (b)(7)(E) detention time at a POE. The length of time HHS and ERO takes for placement has been explained to HQ, especially the weekend issues where (b)(7)(E) (b)(7)(E)

However, one of the issues brought up are Port processing times. While many FAMU are processed within two shifts, some processed within 4 to 6 hours; over the last several days there appears to be about 10 FAMU whose cases were not completed until three or four shifts later.

- Family Unit of 2, BOTA – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 4, PDN – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, BOTA – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed



- Family Unit of 4, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, BOTA – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed
- Family Unit of 2, YSL – (b)(6), (b)(7)(C) – approximately (b)(7)(E) before case completed

(b)(6), (b)(7)(C)

Watch Commander  
El Paso Field Office

(b)(6), (b)(7)(C) (cell)

**From:** (b)(6), (b)(7)(C) On Behalf Of EL PASO OPS CENTER

**Sent:** Friday, April 08, 2016 8:48 AM

**To:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Cc:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** Potential FAMU Weekend Detention - CBP OFO

Good morning,

Listed below are the Credible Fear Family Units (FAMU) currently on-site at CBP OFO Ports for this morning, Friday, April 8, 2016. Placement requests to HHS/ORR and ICE ERO have been made or are in the process of being made. If these FAMU are held over the weekend pending placement, these cases may exceed (b)(6), (b)(7)(C) of detention.

1	Ysleta, El Paso TX
1	Ysleta, El Paso TX
1	Ysleta, El Paso TX
2	Ysleta, El Paso TX
2	Ysleta, El Paso TX
3	Ysleta, El Paso TX
3	Ysleta, El Paso TX
4	Ysleta, El Paso TX
4	Ysleta, El Paso TX
4	Ysleta, El Paso TX
4	Ysleta, El Paso TX
5	Bridge of the Americas, El Paso TX
5	Bridge of the Americas, El Paso TX
6	Bridge of the Americas, El Paso TX
6	Bridge of the Americas, El Paso TX
7	Ysleta, El Paso TX
7	Ysleta, El Paso TX
8	Ysleta, El Paso TX
8	Ysleta, El Paso TX
9	Paso Del Norte, El Paso TX
9	Paso Del Norte, El Paso TX
10	Paso Del Norte, El Paso TX
10	Paso Del Norte, El Paso TX
11	Ysleta, El Paso TX
11	Ysleta, El Paso TX
12	Paso Del Norte, El Paso TX
12	Paso Del Norte, El Paso TX
13	Ysleta, El Paso TX / Tornillo, TX
13	Ysleta, El Paso TX / Tornillo, TX
14	Paso Del Norte, El Paso TX
14	Paso Del Norte, El Paso TX
15	Paso Del Norte, El Paso TX
15	Paso Del Norte, El Paso TX
16	Paso Del Norte, El Paso TX
16	Paso Del Norte, El Paso TX
17	Paso Del Norte, El Paso TX
17	Paso Del Norte, El Paso TX
18	Paso Del Norte, El Paso TX
18	Paso Del Norte, El Paso TX
18	Paso Del Norte, El Paso TX
18	Paso Del Norte, El Paso TX
19	Bridge of the Americas, El Paso TX
19	Bridge of the Americas, El Paso TX
20	Bridge of the Americas, El Paso TX
20	Bridge of the Americas, El Paso TX
21	Bridge of the Americas, El Paso TX
21	Bridge of the Americas, El Paso TX

**(b)(6), (b)(7)(C), (b)(7)(E)**

**(b)(6), (b)(7)(C)**

Supervisory CBPO  
El Paso Operations Center  
Tactical Analysis Unit (TAU)  
El Paso Field Office

Office:

Fax: **(b)(6), (b)(7)(C)**

Gcell:

**(b)(6), (b)(7)(C)**

*~ "Lead me, follow me, or get out of my way" ~*

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Good morning,

(b)(6), (b)(7)(C)

From:

(b)(6), (b)(7)(C)

Sent:

Tuesday, March 29, 2016 4:08 PM

To:

(b)(6), (b)(7)(C)

Cc:

Subject:

FW: 2nd request: CIC Incident (b)(6), (b)(7)(C), (b)(7)(E)

Importance:

High

(b)(6), (b)(7)(C)

I received a reminder on this one again. I forwarded this to the port on 12/10/15 and again on 2/12/16, per HQ reminder. Pretty straight forward. HQ wants us to confirm we talked to him, so please let me know the facts of contact and I will close out on my end. His contact information is in the original complaint below. Email or phone call probably best. Would like to put this to bed.

First Name:

(b)(6), (b)(7)(C)

Last Name:

Organization:

Login:

Title:

Contact Type:

Email:

(b)(6), (b)(7)(C)

Email - Alternate #1:

Email - Alternate #2:

Office Phone: (b)(6), (b)(7)(C)

Mobile Phone:

Fax:

Assistant Phone:

Home Phone:

Street

(b)(6), (b)(7)(C)

City

State/Province

Postal Code

(b)(6), (b)(7)(C)

Country

United States

(b)(6), (b)(7)(C)

Chief – K9 Advisor

Customs and Border Protection

El Paso Field Office

Office: (b)(6), (b)(7)(C)

Cell:

(b)(6), (b)(7)(C)

Fax:

Email:

(b)(6), (b)(7)(C)

This communication is intended only for the named addressee and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this communication is not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original communication to us at the above address.

**From:** (b)(6), (b)(7)(C)  
**Sent:** Tuesday, March 29, 2016 11:03 AM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** 2nd request: CIC Incident # (b)(6), (b)(7)(C), (b)(7)(E)  
**Importance:** High


Good afternoon,

I am following up on the below complaint dated December 10, 2015 and February 11, 2016 that was due by January 10, 2016. Please provide ensure a response is sent to the complainant and forward a copy to me so I can close the incident.

This is one is two-months past due and I need to get this cleared so it doesn't remain as an open item.

Thank you again.

(b)(6), (b)(7)(C)  
Senior Information Officer - Complaints  
Department of Homeland Security  
U.S. Customs and Border Protection  
Office of Public Affairs, CBP INFO Center  
1300 Pennsylvania Ave., N.W.  
(b)(6), (b)(7)(C)  
Washington, D.C. 20229  
Desk: (b)(6), (b)(7)(C)  
Fax: (b)(6), (b)(7)(C)  
Email: (b)(6), (b)(7)(C)

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**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, February 11, 2016 9:27 AM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FW: CIC Incident (b)(6), (b)(7)(C), (b)(7)(E)

Good morning,

I am following up with the status of the below complaint. Please provide a copy of the response so we can close the incident. We have received a call from the complainant upset that no one has reached out to him and he is having same issues as his original complaint dated December 07, 2015.

Due date was January 10, 2016.

Thank you for your assistance

(b)(6), (b)(7)(C)

Senior Information Officer - Complaints  
Department of Homeland Security  
U.S. Customs and Border Protection  
Office of Public Affairs, CBP INFO Center  
1300 Pennsylvania Ave., N.W.


(b)(6), (b)(7)(C)

Washington, D.C. 20229

Desk: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

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From: (b)(6), (b)(7)(C)

Sent: Thursday, December 10, 2015 10:20 AM

To: (b)(6), (b)(7)(C)

Subject: CIC Incident (b)(5), (b)(6), (b)(7)(C), (b)(7)(E)

Good morning,

Please review the below complaint and forward to the PD at El Paso (Paso Del Norte Bridge) for review and response by January 10, 2016. Please respond directly to the complainant and forward a copy to me so I can close the incident.

Thank you.

Reference #
(b)(5), (b)(6), (b)(7)(C), (b)(7)(E)
Status
In Progress
Assigned To
CIC Complaints
(b)(6), (b)(7)(C)
Product
Procedure/Policy
Other
Category
Land Border, Airport, or Seaport
Texas
El Paso
Paso Del Norte Bridge
Disposition
Travelers
Other
SLA
Not specified
Queue
Complaints
Date Created
12/07/2015 12:09 PM
Date Initial Solution Response
None

Hi, Im writing this complaint because of what I witnessed and personally went th...

#### Discussion Thread

Response (b)(6), (b)(7)(C)

12/10/2015 10:17 AM

Good morning (b)(6), (b)(7)(C)

Thank you for contacting U.S. Customs and Border Protection (CBP) regarding your experience traveling through Paso Del Norte Bridge Port-of-Entry on December 06, 2015.

I have received your complaint and have forwarded it for review and response by the Port Director's Office. You should receive an answer directly from them once the review is complete.

If you have questions or concerns in the meantime, please feel free to contact our office by responding to this email, or you may call the CBP INFO Center at 877-CBP-5511 if calling within the U.S., or 202-325-8030 if calling from outside of the U.S. Our hours are Monday through Friday, from 9 a.m. to 4 p.m. We are closed on all federal holidays.

Thank you.

(b)(6), (b)(7)(C)

Senior Information Officer  
Complaints Branch

Customer (b)(6), (b)(7)(C)

12/07/2015 12:09 PM

Hi, Im writing this complaint because of what I witnessed and personally went thru while crossing on foot at the paso del norte bridge. We were met near the middle of the bridge by an armed security guard asking everyone to show their documentation and then assigning a line to stand in. To the best of my knowledge only an official CBP or Border patrol officer can ask you for those documents. As I declared my citizenship (USA) to the guard

<b>Last Updated</b> 12/10/2015 10:17 AM
<b>Customer SmartSense</b> +1 (on -3 to +3 scale)
<b>Staff SmartSense</b> +1 (on -3 to +3 scale)
<b>Response Needed</b> Yes
<b>Language</b> English
<b>Dist Field Office</b> El Paso
<b>Incident Date</b> 12/06/2015 12:00 PM
<b>PLOR</b> Not Warranted
<b>Privacy Issue</b> Yes
<b>Referred out of CIC</b> No
<b>Form Type</b> Departing 1st
<b>Created by Generic Supervisor</b> No

he still insisted in looking at my documents, I explained that he had no right to ask me for any documentation whatsoever. After a small argument ensued i was on my way to the border station to cross. While in line waiting my turn to see the CBP officer I received a called on my cell phone and answered it, one of the security guards again not a CBP officer, screamed at me that I WAS NOT ALLOWED to talk while in line in that building. I looked around and pointed out that there was no signage not allowing phone calls? He proceeded to say and I quote " I dont need a sign, Im telling you". Now I don't mind following the rules, but the problem is is that I Need clarification on what those are. So is you would be so kind as to clarify those for me I would greatly appreciate it.

This incident occurred on 12/06/15 at 5:45 pm. At the EL PASO DEL NORTE bridge.

#### Primary Contact

First Name: (b)(6), (b)(7)(C)  
 Last Name: (b)(6), (b)(7)(C)  
 Organization: (b)(6), (b)(7)(C)  
 Login:  
 Title:  
 Contact Type:  
 Email: (b)(6), (b)(7)(C)  
 Email - Alternate #1:  
 Email - Alternate #2:  
 Office Phone: (b)(6), (b)(7)(C)  
 Mobile Phone:  
 Fax:  
 Assistant Phone:  
 Home Phone:  
 Street: (b)(6), (b)(7)(C)  
 City:  
 State/Province:  
 Postal Code: (b)(6), (b)(7)(C)  
 Country: United States

(b)(6), (b)(7)(C)

Senior Information Officer - Complaints  
 Department of Homeland Security  
 U.S. Customs and Border Protection  
 Office of Public Affairs, CBP INFO Center  
 1300 Pennsylvania Ave., N.W.


(b)(6), (b)(7)(C)

Washington, D.C. 20229

Desk: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

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(b)(6), (b)(7)(C)

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From:

(b)(6), (b)(7)(C)

Sent:

Friday, February 12, 2016 3:51 PM

To:

(b)(6), (b)(7)(C)

Cc:

Subject:

RE: CIC Incident # (b)(6), (b)(7)(C), (b)(7)(E)

(b)(6), (b)(7)(C)

Sent this to you originally on December 10 with due date of Jan 10. Do you have follow up so I can close at HQ?

Thanks,

(b)(6), (b)(7)(C)

Chief – K9 Advisor

Customs and Border Protection

El Paso Field Office

Office: (b)(6), (b)(7)(C)

Cell: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

-----  
Good morning,

I am following up with the status of the below complaint. Please provide a copy of the response so we can close the incident. We have received a call from the complainant upset that no one has reached out to him and he is having same issues as his original complaint dated December 07, 2015.

Due date was January 10, 2016.

Thank you for your assistance

(b)(6), (b)(7)(C)

Senior Information Officer - Complaints

Department of Homeland Security

U.S. Customs and Border Protection

Office of Public Affairs, CBP INFO Center

1300 Pennsylvania Ave., N.W.

(b)(6), (b)(7)(C)

Washington, D.C. 20229

Desk: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)



Sign up for e-mail updates from CBP.gov

From: (b)(6), (b)(7)(C)

Sent: Thursday, December 10, 2015 9:37 AM

To: (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C), (b)(7)(E)

Subject: FW: CIC Incident (b)(6), (b)(7)(C), (b)(7)(E)

(b)(6), (b)(7)(C)

Another quick one that needs attention - letter, etc. I need a copy to close on my end.

Thanks,

(b)(6), (b)(7)(C)

Advisor - BSF/K9/Tactical  
Office of Field Operations  
Customs and Border Protection  
El Paso Field Office

O: (b)(6), (b)(7)(C)  
C: (b)(6), (b)(7)(C)

Via Verizon Wireless...

---

From: (b)(6), (b)(7)(C)

Sent: Thursday, December 10, 2015 8:19:37 AM

To: (b)(6), (b)(7)(C)

Subject: CIC Incident (b)(6), (b)(7)(C), (b)(7)(E)

Good morning,

Please review the below complaint and forward to the PD at El Paso (Paso Del Norte Bridge) for review and response by January 10, 2016. Please respond directly to the complainant and forward a copy to me so I can close the incident.

Thank you.

Reference #
(b)(6), (b)(7)(C), (b)(7)(E)
Status
In Progress
Assigned To
CIC Complaints
(b)(6), (b)(7)(C)
Product
Procedure/Policy
Other
Category
Land Border, Airport, or Seaport
Texas
El Paso
Paso Del Norte Bridge
Disposition
Travelers
Other

Hi, Im writing this complaint because of what I witnessed and personally went th...

#### Discussion Thread

Response: (b)(6), (b)(7)(C)

12/10/2015 10:17 AM

Good morning: (b)(6), (b)(7)(C)

Thank you for contacting U.S. Customs and Border Protection (CBP) regarding your experience traveling through Paso Del Norte Bridge Port-of-Entry on December 06, 2015.

I have received your complaint and have forwarded it for review and response by the Port Director's Office. You should receive an answer directly from them once the review is complete.

If you have questions or concerns in the meantime, please feel free to contact our office by responding to this email, or you may call the CBP INFO Center at 877-CBP-5511 if calling within the U.S., or 202-325-8030 if calling from outside of the U.S. Our hours are Monday through Friday, from 9 a.m. to 4 p.m. We are closed on all federal holidays.

SLA
Not specified
Queue
Complaints
Date Created
12/07/2015 12:09 PM
Date Initial Solution Response
None
Last Updated
12/10/2015 10:17 AM
Customer SmartSense
+1 (on -3 to +3 scale)
Staff SmartSense
+1 (on -3 to +3 scale)
Response Needed
Yes
Language
English
Dist Field Office
El Paso
Incident Date
12/06/2015 12:00 PM
PLOR
Not Warranted
Privacy Issue
Yes
Referred out of CIC
No
Form Type
Departing 1st
Created by Generic Supervisor
No

Thank you  
 (b)(6), (b)(7)(C)  
 Senior Information Officer  
 Complaints Branch

Customer (b)(6), (b)(7)(C)

12/07/2015 12:09 PM

Hi, Im writing this complaint because of what I witnessed and personally went thru while crossing on foot at the paso del norte bridge. We were met near the middle of the bridge by an armed security guard asking everyone to show their documentation and then assigning a line to stand in. To the best of my knowledge only an official CBP or Border patrol officer can ask you for those documents. As I declared my citizenship (USA) to the guard he still insisted in looking at my documents, I explained that he had no right to ask me for any documentation whatsoever. After a small argument ensued i was on my way to the border station to cross. While in line waiting my turn to see the CBP officer I received a called on my cell phone and answered it, one of the security guards again not a CBP officer, screamed at me that I WAS NOT ALLOWED to talk while in line in that building. I looked around and pointed out that there was no signage not allowing phone calls? He proceeded to say and I quote " I dont need a sign, Im telling you".  
 Now I don't mind following the rules, but the problem is is that I Need clarification on what those are. So is you would be so kind as to clarify those for me I would greatly appreciate it.

This incident occurred on 12/06/15 at 5:45 pm..At the EL PASO DEL NORTE bridge.

#### Primary Contact

First Name:  
 Last Name: (b)(6), (b)(7)(C)  
 Organization:  
 Login:  
 Title:  
 Contact Type:  
 Email: (b)(6), (b)(7)(C)  
 Email - Alternate #1:  
 Email - Alternate #2:  
 Office Phone: (b)(6), (b)(7)(C)  
 Mobile Phone:  
 Fax:  
 Assistant Phone:  
 Home Phone:  
 Street (b)(6), (b)(7)(C)  
 City  
 State/Province  
 Postal Code (b)(6), (b)(7)(C)  
 Country United States

(b)(6), (b)(7)(C)

Senior Information Officer - Complaints  
 Department of Homeland Security  
 U.S. Customs and Border Protection  
 Office of Public Affairs, CBP INFO Center  
 1300 Pennsylvania Ave., N.W.

(b)(6), (b)(7)(C)

Washington, D.C. 20229

Desk: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

Email: (b)(6), (b)(7)(C)

**To:** MANCHA, HECTOR (b)(6), (b)(7)(C)

**(b)(6), (b)(7)(C)**

**Attachments:** Event Notification - El Paso, TX: Encounter with Cuban Advocate at the Paso Del Norte Border Crossing

Message-Id: (b)(7)(E)

[illegible]

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**(b)(6), (b)(7)(C)**

**From:**

(b)(6), (b)(7)(C) on behalf of EL PASO OPS CENTER

**Sent:**

Saturday, July 28, 2018 7:27 PM

**To:**

MANCHA, HECTOR; (b)(6), (b)(7)(C)

**(b)(6), (b)(7)(C)**

**Cc:**

**Subject:**

Event Notification - El Paso, TX: Encounter with Cuban Advocate at the Paso Del Norte Border Crossing

## **Internal Distribution**

**U. S. Customs and Border Protection  
Office of Field Operations  
Event Notification  
July 28, 2018**

### **El Paso, TX: Encounter with Cuban Advocate at the Paso Del Norte Border Crossing**

#### **Summary:**

July 28, 2018 at 1507 hours (MDT), Customs and Border Protection (CBP) Watch Commander (WC) (b)(6), (b)(7)(C) notified the El Paso Operations (b)(6), (b)(7)(C) managing the Queue for the Paso Del Norte Border Crossing (PDN) in El Paso, Texas reported that at 1145 hours (MDT) at the Paso Del Norte Border Crossing, a U.S. Citizen by the name of (b)(6), (b)(7)(C) was stopped by the Boundary Operations Officers. (b)(7)(E) arrived to the international boundary, at the top of the bridge and was advocating on behalf of six (6) Cubans wishing to claim asylum. (b)(6), (b)(7)(C) was advised that we could not process the Cubans at that time due to humanitarian and operational considerations. (A) Watch Commander (b)(6), (b)(7)(C) arrived at the boundary line a few minutes later to speak with (b)(6), (b)(7)(C) to re-iterate CBP's position.

(b)(6), (b)(7)(C) presented a business card listing him as (b)(6), (b)(7)(C)

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

After re-evaluation of the current detainee levels at 1200 hours, boundary operations were temporarily suspended and the Cubans were allowed to proceed to claim asylum.

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

**No Further Updates.**

Respectfully,

**(b)(6), (b)(7)(C)**

*Supervisory CBP Officer  
El Paso Operations Center  
9400 Viscount Blvd  
El Paso, TX 79925*

**(b)(6), (b)(7)(C)**

Office  
Fax  
Cell

**(b)(6), (b)(7)(C)**



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**From:** Microsoft Outlook on behalf of HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 10:08 AM  
**To:** (b)(6), (b)(7)(C) HIGGERSON, DAVID P; MANCHA, HECTOR; (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Cc:** HOWE, RANDY J; (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** FW: Metering Guidance Memo

**Sender:** (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo

(b)(6), (b)(7)(C)

To:  
To:  
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Cc: (b)(6), (b)(7)(C)  
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**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 10:08 AM  
**To:** (b)(6), (b)(7)(C); HIGGERSON, DAVID P; MANCHA, (b)(6), (b)(7)(C); (b)(6), (b)(7)(C)  
**Cc:** HOWE, RANDY J; (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

Ports should inform the waiting travelers that processing at the port is currently at capacity and CBP is permitting travelers to enter the port once there is sufficient space and resources to process them. At no point may an officer discourage a traveler from waiting to be processed, claiming fear of return, or seeking any other protection. Officers may not provide tickets or appointments or otherwise schedule any person for entry. Once a traveler is in the United States, he or she must be fully processed.

INAMI has, at times, elected to conduct exit controls at some locations in Mexico to limit the throughput of travelers into the United States. DFOs should be particularly aware of any INAMI controls that are preventing U.S. citizens, LPRs, or Mexican nationals (some of whom may intend to claim fear) from entering the United States, and should work with INAMI, as appropriate, to address such concerns.

Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo



Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

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**From:** Microsoft Outlook on behalf of HOWE, RANDY J  
**Sent:** Thursday, May 24, 2018 1:49 PM  
**To:** (b)(6), (b)(7)(C) MANCHA,  
HECTOR; HIGGERSON, DAVID P (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C) HOFFMAN, TODD A; WAGNER, JOHN P;  
Owen, Todd C (AC OFO)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** FW: Metering Guidance Memo

Sender: (b)(6), (b)(7)(C)

Subject: FW: Metering Guidance Memo

Message-Id: (b)(7)(E)

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**From:** HOWE, RANDY J  
**Sent:** Thursday, May 24, 2018 1:49 PM  
**To:** (b)(6), (b)(7)(C) MANCHA, HECTOR; HIGGERSON, DAVID P; (b)(6), (b)(7)(C)  
**Cc:** CAMPBELL, CARL S (b)(6), (b)(7)(C) HOFFMAN, TODD A; WAGNER, JOHN P; Owen, Todd C (AC OFO)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf  
**Importance:** High

DFOs,

Please ensure this guidance is mustered face to face with all supervisors and managers assigned to your ports of entry.

In particular the direction that, *once a traveler is in the United States, he or she must be fully processed* – must be strictly adhered to.

Please confirm when this has been fully mustered.

Thanks,

Randy

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection  
(b)(6), (b)(7)(C) (Office)  
(b)(6), (b)(7)(C) (Cell)

**From:** HOFFMAN, TODD A

**Sent:** Friday, April 27, 2018 10:08 AM

**To:** (b)(6), (b)(7)(C) HIGGERSON, DAVID P  
(b)(6), (b)(7)(C) MANCHA, HECTOR (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)

**Cc:** HOWE, RANDY J (b)(6), (b)(7)(C)  
CAMPBELL, CARL S (b)(6), (b)(7)(C) HUTTON, JAMES R (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

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Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

---

**From:** Microsoft Outlook on behalf of (b)(6), (b)(7)(C)  
**Sent:** Wednesday, August 1, 2018 5:35 PM  
**To:** HOWE, RANDY J  
**Cc:** MANCHA, HECTOR; (b)(6), (b)(7)(C) CAMPBELL, CARL S  
**Subject:** FW: Queue Management Issue Paper - El Paso Outbound  
**Attachments:** FW: Queue Management Issue Paper - El Paso Outbound

Sender: (b)(6), (b)(7)(C)  
Subject: FW: Queue Management Issue Paper - El Paso Outbound  
Message-Id: (b)(7)(E)

To:  
Cc:  
Cc: (b)(6), (b)(7)(C)  
Cc:

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**From:** (b)(6), (b)(7)(C)  
**Sent:** Wednesday, August 1, 2018 5:35 PM  
**To:** HOWE, RANDY J  
**Cc:** MANCHA, HECTOR; (b)(6), (b)(7)(C) CAMPBELL, CARL S  
**Subject:** FW: Queue Management Issue Paper - El Paso Outbound  
  
**Importance:** High

XD,

- Prior to queue management, A-TCET outbound enforcement was frequently cancelled due to assisting with migrant care, detention, and transports.
- After queue management began, A-TCET resumed pulse and surge outbound operations daily with 35 outbound apprehensions and seizures to include a \$70,000 currency seizure on June 12<sup>th</sup>.

(b)(6), (b)(7)(C)

(A)Assistant Director, Field Operations – Border Security

El Paso Field Office

(b)(6), (b)(7)(C) cell)

**From:** MANCHA, HECTOR  
**Sent:** Wednesday, August 1, 2018 1:56 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FW: Queue Management Issue Paper  
**Importance:** High

Please follow up. thx

**From:** HOWE, RANDY J  
**Sent:** Wednesday, August 01, 2018 1:51 PM  
**To:** (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C) MANCHA,  
HECTOR (b)(6), (b)(7)(C) HIGGERSON, DAVID P (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C) CAMPBELL, CARL S (b)(6), (b)(7)(C)  
**Subject:** RE: Queue Management Issue Paper  
**Importance:** High

DFOs: Any outbound success stories or outbound statistics to include in this paper? Please advise as soon as possible. Thanks

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection



(b)(6), (b)(7)(C) (Office)  
(b)(6), (b)(7)(C) (Cell)

From: HOWE, RANDY J

Sent: Thursday, July 26, 2018 2:46 PM

To: (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C) MANCHA,  
HECTOR (b)(6), (b)(7)(C) HIGGERSON, DAVID P (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
Cc: (b)(6), (b)(7)(C)  
Subject: FW: Queue Management Issue Paper

Sorry to trouble you with this request...this paper will be provided to the Secretary

Can you please clarify the percent increases/decreases that are noted below - what time period are they referring to?...compared to the same time last year...previous month, etc. Thanks

**Issue:** Queue Management protocol pilot at southwest border ports of entry.

**Executive Summary:**

- U.S. Customs and Border Protection (CBP) resources remain strained along the Southwest Border. The number of inadmissible persons arriving at ports of entry continues to rise while seizures of illicit narcotics, especially methamphetamine and synthetic opioids such as fentanyl are also increasing.
- CBP continues face a highly developed terrorist adversaries as we strengthen our screening and vetting across multiple agencies to identify potential threats before they impact the United States.
- The processing of arriving aliens without appropriate travel and identity documents as required by law delays the flow of legitimate travel and trade, and draws resources from CBP's other core responsibilities.
- CBP must continue to focus on its primary mission: to protect the American public from dangerous people and materials while enhancing our economic competitiveness through facilitating legitimate trade and travel.

**Background:**

- In order to ensure that CBP is able to focus on its primary mission sets, Southwest Border Directors, Field Operations were provided guidance by CBP Headquarters to pilot a 30 day prioritization of port of entry resources in accordance with CBP's priority mission and each locations specific operational needs, resource constraints, and staffing requirements.
- Order of priority mission sets are: National security efforts, Counter-narcotics operations, Economic security, and Trade and Travel facilitation.
- Processing persons arriving for admission at the Southwest Border land ports of entry without documents remains an integral part of CBP's mission. This mission set did not cease, but priority was given to the efforts described above, in the prescribed order.
- These resource realignments resulted in:
  - Increased focus on (b)(7)(E) Initiatives
    - Discovery of (b)(7)(E) in political asylum request. (El Paso)
    - Interviewed 80 special interest aliens and produced 32 Field Information Reports. (San Diego)
  - Narcotics Enforcement
    - 68 percent increase in interceptions of heroin and methamphetamine. (El Paso)

- Increased targeting led to 42 significant narcotics seizures and/or adverse actions. (San Diego)
- 29.5 percent increase in the interceptions of heroin and methamphetamine. (Tucson)
- Increased Trade Compliance Enforcement
  - Seizure of counterfeit World Cup jerseys. (El Paso)
- Reduction in Overtime Expenditures
  - Overall reduction of 20 percent in overtime expenditures. (El Paso)
  - Decreased monthly overtime expenditures by 88 percent. (San Diego)
- Immigration Enforcement
  - 40 percent increase in the seizure of fraudulent documents. (Laredo)
  - 64 percent increase in the interception of false claims. (Laredo)
  - 70 percent increase in interception of inadmissible aliens. (Tucson)

**Best Practices:**

- Queuing aliens applying for admission without lawful documents at the earliest point possible, prior to the line indicating the U.S. Mexico border, was an effective channeling method.
- Placing a CBP officer at or near the designated queuing location has proven to be effective for controlling traffic and organizing the flow of migrants into the port for processing for locations with infrastructure challenges.
- Persistent communication with placement coordinators including Mexican Instituto Nacional de Migración (INAMI) officials and non-governmental organizations (NGO) has proven to be beneficial to the continued throughput of migrants.

**Recommendation:**

- Formalizing queue management protocols will allow CBP to manage and provide appropriate services to migrants while also supporting border security operations by leveraging lessons learned from the queue management pilot.
- As part of the ports individual incident and operational management plan each port will need to develop its own standard operating procedure based on uniqueness including migrant flow, infrastructure, partnerships, and staffing levels using this framework for supporting overall CBP operational and support continuity.
- Approve funding for necessary infrastructure changes such as fencing and turnstiles to control traffic flow.

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection

(b)(6), (b)(7)(C) (Office)  
(b)(6), (b)(7)(C) (Cell)

From: (b)(6), (b)(7)(C) On Behalf Of OFO-FIELD LIAISON

Sent: Thursday, July 26, 2018 2:28 PM

To: HOWE, RANDY J (b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: Queue Management Issue Paper

Good afternoon XD Howe and DXD (b)(6), (b)(7)(C)

Attached is the electronic version of the Queue Management Issue Paper as requested.

Regards,

**(b)(6), (b)(7)(C)**

Field Liaison Division

Office of Field Operations

U.S. Customs and Border Protection

1300 Pennsylvania Ave. NW, Room **(b)(6), (b)(7)(C)**

Washington, DC 20229

Office:

Mobile: **(b)(6), (b)(7)(C)**





**(b)(6), (b)(7)(C)**

**From:** (b)(6), (b)(7)(C) on behalf of (b)(7)(E)  
**Sent:** Sunday, July 29, 2018 1:09 PM  
**To:** Limited OFO-AC-Bullets  
**Cc:** (b)(7)(E) OFO-FIELD LIAISON; FLD El Paso Field Office  
**Subject:** Limited Distribution: EAC Bullets - El Paso, TX: CBP Officers Encounter Border Advocate and Former CBP Executive Director of the Office of Policy and Planning – Possible Media Interest

**U.S. Customs and Border Protection  
Office of Field Operations  
Bullets for the Executive Assistant Commissioner  
July 29, 2018**

**Limited Distribution**

**El Paso, TX: CBP Officers Encounter Border Advocate and Former CBP Executive Director of the Office of Policy and Planning – Possible Media Interest**

**Summary:**

On July 28, 2018, U.S. Customs and Border Protection (CBP) officers assigned to the El Paso, TX Port of Entry (POE) encountered a 42-year old male United States citizen advocating on behalf of six Cuban citizens seeking to claim asylum. The subject presented himself as a Senior Fellow with the Global Initiative against Transnational Organized Crime and indicated he worked for CBP from 2011 to 2012. Initially, the Cuban asylum seekers were held at the line by CBP officers due to the port being at capacity for detainees. After the detainee level was re-evaluated, the six Cuban asylum seekers were allowed entrance for processing and the advocate returned to Mexico without incident. Possible media interest due to subject's profession.

**Details:**

On July 28, 2018, at 1145 hours (MDT), CBP officers assigned to the El Paso, TX POE encountered (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) U.S.) while conducting queue management at the Paso Del Norte Border Crossing.

(b)(6), (b)(7)(C) arrived to the international boundary, at the top of the bridge and was advocating on behalf of six Cubans seeking to claim asylum. (b)(6), (b)(7)(C) was advised that CBP could not process the Cubans at that time due to humanitarian and operational considerations, as the port was at capacity with detainees.

A supervisory CBP officer arrived at the boundary line a few minutes later and re-iterated CBP's position to (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) presented a business card listing him as a (b)(6), (b)(7)(C)

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

At 1200 hours, after re-evaluation of the current detainee levels, boundary operations were temporarily suspended and the Cubans were allowed to proceed to claim asylum. This was attributed to the fact that during the morning hours the port was able to transport enough detainees out of the facility to allow processing new credible fear cases.

After the six Cuban asylum seekers were allowed to enter the U.S. to claim asylum, (b)(6), (b)(7)(C) proceeded back into Mexico without further incident.

There is possible media interest based on (b)(6), (b)(7)(C) media profession and former employment with CBP.

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

**Subject Information:**

**Name:**

**Gender:**

**DOB:**

**COC:**

**PPN:**

**NCIC:**

**TECS:**

**Travel History:**

**(b)(5), (b)(6), (b)(7)(C), (b)(7)(E)**

**Cuban Subject 1:**

**Name:**

**Gender:**

**DOB:**

**COC:**

**Entry Document:**

**NCIC:**

**TECS:**

**Travel History:**

**(b)(6), (b)(7)(C)**

Female

**(b)(6), (b)(7)(C)**

Cuba

**(b)(6), (b)(7)(C), (b)(7)(E)**

**Cuban Subject 2:**

Name: (b)(6), (b)(7)(C)  
Gender: Female  
DOB: (b)(6), (b)(7)(C)  
COC: Cuba  
Entry Document:  
NCIC: (b)(6), (b)(7)(C), (b)(7)(E)  
TECS:  
Travel History:

**Cuban Subject 3:**

Name: (b)(6), (b)(7)(C)  
Gender: Male  
DOB: (b)(6), (b)(7)(C)  
COC: Cuba  
Entry Document:  
NCIC: (b)(6), (b)(7)(C), (b)(7)(E)  
TECS:  
Travel History:

**Cuban Subject 4:**

Name: (b)(6), (b)(7)(C)  
Gender: Female  
DOB: (b)(6), (b)(7)(C)  
COC: Cuba  
Entry Document:  
NCIC: (b)(6), (b)(7)(C), (b)(7)(E)  
TECS:  
Travel History:

**Cuban Subject 5:**

Name: (b)(6), (b)(7)(C)  
Gender: Male  
DOB: (b)(6), (b)(7)(C)  
COC: Cuba  
Entry Document:  
NCIC: (b)(6), (b)(7)(C), (b)(7)(E)  
TECS:  
Travel History:

**Cuban Subject 6:**

Name: (b)(6), (b)(7)(C)  
Gender: Male  
DOB: (b)(6), (b)(7)(C)  
COC: Cuba  
Entry Document:  
NCIC: (b)(6), (b)(7)(C), (b)(7)(E)  
TECS:  
Travel History:

Submitted by: (b)(6), (b)(7)(C) Commissioner's Situation Room  
Date / Time: July 29, 2018 / 1230 hours



Respectfully,

(b)(6), (b)(7)(C)

CBP Officer/ Program Mgr

Field Liaison Division/ Commissioner's Situation Room

US Customs & Border Protection

Unclass (b)(6), (b)(7)(C)

Office (b)(6), (b)(7)(C)

Mobile



**From:**

(b)(6), (b)(7)(C)

**Sent:**

Friday, April 27, 2018 8:16 PM

**To:**

(b)(6), (b)(7)(C)

**Subject:**

FW: Metering Guidance Memo

**Attachments:**

Metering Guidance Memo.pdf

(b)(6), (b)(7)(C)

APD (Passenger)

Otay Mesa Passenger/Brown Field

U.S. Customs and Border Protection

<https://www.cbp.gov/>

*With honor and integrity, we will safeguard the American people, our homeland, and our values.*

Work Phone: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)

**Sent:** Friday, April 27, 2018 4:17 PM

**To:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

(b)(6), (b)(7)(C)

Port Director

Otay Mesa Port of Entry

Office: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)

**Sent:** Friday, April 27, 2018 8:47 AM

**To:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

See guidance provided for controlling flow into POEs. Please ensure information is disseminated as appropriate.

---

**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 7:08:25 AM  
**To:** FLORES, PETE ROMERO; HIGGERSON, DAVID P; MANCHA, HECTOR; RAMIREZ, GUADALUPE H  
**Cc:** HOWE, RANDY J; DRAGANAC, JOSEPH; CAMPBELL, CARL S; HUTTON, JAMES R  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR:        See Distribution

FROM:                      Todd C. Owen  
                                Executive Assistant Commissioner  
                                Office of Field Operations

SUBJECT:                  Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

Ports should inform the waiting travelers that processing at the port is currently at capacity and CBP is permitting travelers to enter the port once there is sufficient space and resources to process them. At no point may an officer discourage a traveler from waiting to be processed, claiming fear of return, or seeking any other protection. Officers may not provide tickets or appointments or otherwise schedule any person for entry. Once a traveler is in the United States, he or she must be fully processed.

INAMI has, at times, elected to conduct exit controls at some locations in Mexico to limit the throughput of travelers into the United States. DFOs should be particularly aware of any INAMI controls that are preventing U.S. citizens, LPRs, or Mexican nationals (some of whom may intend to claim fear) from entering the United States, and should work with INAMI, as appropriate, to address such concerns.

Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

Distribution:            Director, Field Operations, El Paso  
                                Director, Field Operations, Laredo  
                                Director, Field Operations, San Diego  
                                Director, Field Operations, Tucson





**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

EMAIL-002789966

Cc:  
Cc:  
Cc:  
Cc:  
Cc:  
Cc:  
Cc:  
Cc:

**(b)(6), (b)(7)(C)**

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**From:**

(b)(6), (b)(7)(C)

**Sent:**

Tuesday, May 22, 2018 9:40 AM

**To:**

(b)(6), (b)(7)(C)

**Cc:**

HIGGERSON, DAVID P;

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:**

FW: Metering Guidance Memo

**Attachments:**

Metering Guidance Memo.pdf

Port Directors:

Please ensure your staff is thoroughly familiar with the attached memorandum.

Call me if you have any questions and/or concerns. It's critical that we are consistent in what we are doing.

More to come on this issue.

(b)(6), (b)(7)(C)

Assistant Director Field Operations – Border Security

Office of Field Operations

Laredo Field Office

(b)(6), (b)(7)(C) (office)  
(cell)

**From:** HIGGERSON, DAVID P

**Sent:** Friday, April 27, 2018 11:12 AM

**To:**

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo



**From:** HOFFMAN, TODD A

**Sent:** Friday, April 27, 2018 3:08:25 PM

**To:** (b)(6), (b)(7)(C); HIGGERSON, DAVID P; MANCHA, HECTOR; (b)(6), (b)(7)(C)

**Cc:** HOWE, RANDY J; (b)(6), (b)(7)(C); HUTTON, JAMES R

**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

**MEMORANDUM FOR:** See Distribution

**FROM:** Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

**SUBJECT:** Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

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INAMI has, at times, elected to conduct exit controls at some locations in Mexico to limit the throughput of travelers into the United States. DFOs should be particularly aware of any INAMI controls that are preventing U.S. citizens, LPRs, or Mexican nationals (some of whom may intend to claim fear) from entering the United States, and should work with INAMI, as appropriate, to address such concerns.

Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

**Distribution:** Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

---

**From:**

(b)(6), (b)(7)(C)

**Sent:**

Thursday, May 24, 2018 4:22 PM

**To:**

**Cc:**

(b)(6), (b)(7)(C), (b)(7)(E)

**Subject:**

FW: Metering Guidance Memo

**Attachments:**

Metering Guidance Memo.pdf

**Importance:**

High

Port Directors:

For immediate action.

Please let me know when your supervisors and managers have been mustered.

Provide updates at the 25% complete, 50% complete, etc.

Call me if you have any questions.

(b)(6), (b)(7)(C)

Assistant Director Field Operations - Border Security

Laredo Field Office

Office of Field Operations

Laredo, Texas

(b)(6), (b)(7)(C) (office)  
(mobile)

---

**From:** (b)(6), (b)(7)(C)

**Sent:** Thursday, May 24, 2018 1:14:16 PM

**To:** (b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

---

**From:** HOWE, RANDY J

**Sent:** Thursday, May 24, 2018 6:48:35 PM

**To:** FLORES, PETE ROMERO; MARICICH, ANNE L; RAMIREZ, GUADALUPE H; MANCHA, HECTOR; HIGGERSON, DAVID P;

SKINNER, BRADD M.

**Cc:** CAMPBELL, CARL S; DRAGANAC, JOSEPH; HOFFMAN, TODD A; WAGNER, JOHN P; Owen, Todd C (AC OFO)

**Subject:** FW: Metering Guidance Memo

DFOs,

Please ensure this guidance is mustered face to face with all supervisors and managers assigned to your ports of entry.

In particular the direction that, *once a traveler is in the United States, he or she must be fully processed* – must be strictly adhered to.

Please confirm when this has been fully mustered.

Thanks,

Randy

Randy J. Howe

Executive Director, Operations

Office of Field Operations

U.S. Customs and Border Protection

(b)(6), (b)(7)(C) (Office)

(b)(6), (b)(7)(C) (Cell)

**From:** HOFFMAN, TODD A

**Sent:** Friday, April 27, 2018 10:08 AM

**To:** FLORES, PETE ROMERO (b)(6), (b)(7)(C) HIGGERSON, DAVID P

(b)(6), (b)(7)(C) MANCHA, HECTOR (b)(6), (b)(7)(C) RAMIREZ, GUADALUPE H

(b)(6), (b)(7)(C)

**Cc:** HOWE, RANDY J (b)(6), (b)(7)(C) DRAGANAC, JOSEPH (b)(6), (b)(7)(C)

CAMPBELL, CARL S (b)(6), (b)(7)(C) HUTTON, JAMES R (b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the

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Distribution:            Director, Field Operations, El Paso  
                              Director, Field Operations, Laredo  
                              Director, Field Operations, San Diego  
                              Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

**From:**

(b)(6), (b)(7)(C)

**Sent:**

Friday, April 27, 2018 8:16 PM

**To:**

(b)(6), (b)(7)(C)

**Subject:**

FW: Metering Guidance Memo

**Attachments:**

Metering Guidance Memo.pdf

(b)(6), (b)(7)(C)

APD (Passenger)

Otay Mesa Passenger/Brown Field

U.S. Customs and Border Protection

<https://www.cbp.gov/>

*With honor and integrity, we will safeguard the American people, our homeland, and our values.*

Work Phone: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)

**Sent:** Friday, April 27, 2018 4:17 PM

**To:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

(b)(6), (b)(7)(C)

Port Director

Otay Mesa Port of Entry

Office: (b)(6), (b)(7)(C)

Fax: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**From:** FLORES, PETE ROMERO

**Sent:** Friday, April 27, 2018 8:47 AM

**To:** (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo



See guidance provided for controlling flow into POEs. Please ensure information is disseminated as appropriate.

---

**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 7:08:25 AM  
**To:** FLORES, PETE ROMERO; HIGGERSON, DAVID P; MANCHA, HECTOR; RAMIREZ, GUADALUPE H  
**Cc:** HOWE, RANDY J; DRAGANAC, JOSEPH; CAMPBELL, CARL S; HUTTON, JAMES R  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson







**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



To:  
To:  
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To:  
To:  
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Cc:  
Cc:  
Cc:  
Cc:

**(b)(6), (b)(7)(C), (b)(7)(E)**

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, April 27, 2018 11:40 AM  
**To:** TFO PORT DIRECTOR APD; TFO DFO ADFOS  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf

**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 7:08 AM  
**To:** FLORES, PETE ROMERO (b)(6), (b)(7)(C) HIGGERSON, DAVID P  
(b)(6), (b)(7)(C) MANCHA, HECTOR (b)(6), (b)(7)(C) RAMIREZ, GUADALUPE H  
(b)(6), (b)(7)(C)  
**Cc:** HOWE, RANDY J (b)(6), (b)(7)(C) DRAGANAC, JOSEPH (b)(6), (b)(7)(C)  
CAMPBELL, CARL S (b)(6), (b)(7)(C) HUTTON, JAMES R (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

**MEMORANDUM FOR:** See Distribution

**FROM:** Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

**SUBJECT:** Metering Guidance

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Distribution:            Director, Field Operations, El Paso  
                              Director, Field Operations, Laredo  
                              Director, Field Operations, San Diego  
                              Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, May 24, 2018 2:08 PM  
**To:** (b)(6), (b)(7)(C)  
**Cc:**  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf  
  
**Importance:** High

(b)(6), (b)(7)(C)

Please disseminate to our Port Directors and APDs. They should report back once musters have been completed in order for you to submit a consolidated response.

Thanks...

**From:** HOWE, RANDY J  
**Sent:** Thursday, May 24, 2018 10:49 AM  
**To:** FLORES, PETE ROMERO; (b)(6), (b)(7)(C); MARICICH, ANNE L  
(b)(6), (b)(7)(C); RAMIREZ, GUADALUPE H; (b)(6), (b)(7)(C); MANCHA, HECTOR; (b)(6), (b)(7)(C); HIGGERSON, DAVID P; (b)(6), (b)(7)(C); SKINNER, BRADD M; (b)(6), (b)(7)(C)  
**Cc:** CAMPBELL, CARL S; (b)(6), (b)(7)(C); DRAGANAC, JOSEPH; (b)(6), (b)(7)(C); HOFFMAN, TODD A; (b)(6), (b)(7)(C); WAGNER, JOHN P; (b)(6), (b)(7)(C); Owen, Todd C (AC OFO); (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Importance:** High

DFOs,

Please ensure this guidance is mustered face to face with all supervisors and managers assigned to your ports of entry.

In particular the direction that, *once a traveler is in the United States, he or she must be fully processed* – must be strictly adhered to.

Please confirm when this has been fully mustered.

Thanks,

Randy

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection



(b)(6), (b)(7)(C)

Office)  
Cell)

**From:** HOFFMAN, TODD A

**Sent:** Friday, April 27, 2018 10:08 AM

**To:** FLORES, PETE ROMERO

(b)(6), (b)(7)(C)

HIGGERSON, DAVID P

(b)(6), (b)(7)(C)

MANCHA, HECTOR

(b)(6), (b)(7)(C)

RAMIREZ, GUADALUPE H

(b)(6), (b)(7)(C)

**Cc:** HOWE, RANDY J

(b)(6), (b)(7)(C)

DRAGANAC, JOSEPH

(b)(6), (b)(7)(C)

CAMPBELL, CARL S

(b)(6), (b)(7)(C)

HUTTON, JAMES R

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

**MEMORANDUM FOR:** See Distribution

**FROM:**

Todd C. Owen

Executive Assistant Commissioner

Office of Field Operations

**SUBJECT:**

Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

Ports should inform the waiting travelers that processing at the port is currently at capacity and CBP is permitting travelers to enter the port once there is sufficient space and resources to process them. At no point may an officer discourage a traveler from waiting to be processed, claiming fear of return, or seeking any other protection. Officers may not provide tickets or appointments or otherwise schedule any person for entry. Once a traveler is in the United States, he or she must be fully processed.

INAMI has, at times, elected to conduct exit controls at some locations in Mexico to limit the throughput of travelers into the United States. DFOs should be particularly aware of any INAMI controls that are preventing U.S. citizens, LPRs, or Mexican nationals (some of whom may intend to claim fear) from entering the United States, and should work with INAMI, as appropriate, to address such concerns.

Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

**Distribution:**

Director, Field Operations, El Paso

Director, Field Operations, Laredo

Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, May 24, 2018 2:15 PM  
**To:** TFO PORT DIRECTOR APD  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf  
  
**Importance:** High

Good Afternoon!

Please see the attached and below. If you would please respond back with an affirmative 100% face-to-face muster for all leadership at your locations by COB June 4, 2018 and also provide the copies of the muster signature sheets utilized to confirm the message is conveyed for our records here at the Field Office.

Thank you for your attention to this-  
Bonnie



(b)(6), (b)(7)(C)  
**U.S. Customs and Border Protection**  
*Supervisory Border Security Program Manager and Tribal Liaison*  
Tucson Field Office  
4760 N. Oracle Rd., #316  
Tucson, AZ 85705  
(b)(6), (b)(7)(C) fax  
(b)(6), (b)(7)(C)

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, May 24, 2018 11:08 AM  
**To:** (b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo  
**Importance:** High

(b)(6), (b)(7)(C)

Please disseminate to our Port Directors and APDs. They should report back once musters have been completed in order for you to submit a consolidated response.

Thanks...

**From:** HOWE, RANDY J  
**Sent:** Thursday, May 24, 2018 10:49 AM  
**To:** FLORES, PETE ROMERO (b)(6), (b)(7)(C) MARICICH, ANNE L  
(b)(6), (b)(7)(C) RAMIREZ, GUADALUPE H (b)(6), (b)(7)(C) MANCHA,  
HECTOR (b)(6), (b)(7)(C) HIGGERSON, DAVID P (b)(6), (b)(7)(C) SKINNER,

BRADD M. (b)(6), (b)(7)(C)

Cc: CAMPBELL, CARL S (b)(6), (b)(7)(C)

DRAGANAC, JOSEPH (b)(6), (b)(7)(C)

HOFFMAN, TODD A (b)(6), (b)(7)(C)

WAGNER, JOHN P (b)(6), (b)(7)(C)

Owen, Todd C (AC OFO) (b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

**Importance:** High

DFOs,

Please ensure this guidance is mustered face to face with all supervisors and managers assigned to your ports of entry.

In particular the direction that, *once a traveler is in the United States, he or she must be fully processed* – must be strictly adhered to.

Please confirm when this has been fully mustered.

Thanks,

Randy

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection

(b)(6), (b)(7)(C) (Office)  
(b)(6), (b)(7)(C) (Cell)

**From:** HOFFMAN, TODD A

**Sent:** Friday, April 27, 2018 10:08 AM

**To:** FLORES, PETE ROMERO (b)(6), (b)(7)(C) HIGGERSON, DAVID P

(b)(6), (b)(7)(C)

MANCHA, HECTOR

(b)(6), (b)(7)(C)

RAMIREZ, GUADALUPE H

(b)(6), (b)(7)(C)

Cc: HOWE, RANDY J (b)(6), (b)(7)(C)

DRAGANAC, JOSEPH (b)(6), (b)(7)(C)

CAMPBELL, CARL S (b)(6), (b)(7)(C)

HUTTON, JAMES R (b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

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Distribution:            Director, Field Operations, El Paso  
                              Director, Field Operations, Laredo  
                              Director, Field Operations, San Diego  
                              Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



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**From:** Microsoft Outlook on behalf of (b)(6), (b)(7)(C)  
**Sent:** Saturday, May 12, 2018 9:51 AM  
**To:** HOWE, RANDY J; RAMIREZ, GUADALUPE H  
**Subject:** FW: Travelers without documents  
**Attachments:** FW: Travelers without documents

Sender: (b)(6), (b)(7)(C)  
Subject: FW: Travelers without documents  
Message-Id: (b)(7)(E)  
To: (b)(6), (b)(7)(C)  
To: (b)(6), (b)(7)(C)

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Saturday, May 12, 2018 9:51 AM  
**To:** HOWE, RANDY J; RAMIREZ, GUADALUPE H  
**Subject:** FW: Travelers without documents  
**Attachments:** Metering Guidance Memo.pdf

I had this sent out yesterday afternoon when we were iat (b)(7)(C) in custody, looking in to why we let 10 in overnight. (b)(5)

(b)(6), (b)(7)(C)  
Interim Port Director  
Nogales Port of Entry  
9 N. Grand Avenue  
Nogales, AZ 85621  
Office: (b)(6), (b)(7)(C)  
Mobile: (b)(6), (b)(7)(C)

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Friday, May 11, 2018 3:39:45 PM  
**To:** NOGALES CHIEFS  
**Cc:** NOG COMMAND STAFF  
**Subject:** FW: Travelers without documents

Good afternoon,

We are currently at capacity in the port with (b)(7)(C) in PCU. We will be advising those travelers without documents that they will be permitted to enter the port for processing once there is sufficient space and resources to process them.

If it is determined that we have travelers without documents waiting for an hour or more, please complete situational awareness bullets for the TOC/TFO leadership. Ask that they forward the information to the Field Liaison, but this is NOT a Sit Room report.

Be sure to copy Nogales management.

Thank you,

(b)(6), (b)(7)(C)



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

When necessary or appropriate to facilitate orderly processing and maintain the security of the port and safe and sanitary conditions for the traveling public, DFOs may elect to meter the flow of travelers at the land border to take into account the port's processing capacity. Depending on port configuration and operating conditions, the DFO may establish and operate physical access controls at the borderline, including as close to the U.S.-Mexico border as operationally feasible. DFOs may not create a line specifically for asylum-seekers only, but could, for instance, create lines based on legitimate operational needs, such as lines for those with appropriate travel documents and those without such documents.

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INAMI has, at times, elected to conduct exit controls at some locations in Mexico to limit the throughput of travelers into the United States. DFOs should be particularly aware of any INAMI controls that are preventing U.S. citizens, LPRs, or Mexican nationals (some of whom may intend to claim fear) from entering the United States, and should work with INAMI, as appropriate, to address such concerns.

Please ensure that this memorandum is disseminated to all ports of entry within your area of responsibility. Should you have any questions or require additional information, please contact Mr. Todd A. Hoffman, Executive Director, APP, at (b)(6), (b)(7)(C)

Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson

**From:**

(b)(6), (b)(7)(C)

**Sent:**

Tuesday, August 7, 2018 9:27 AM

**To:**

**Cc:**

(b)(6), (b)(7)(C)

**Subject:**

Queue Management Reminder

**Attachments:**

Metering Guidance Memo.pdf

**Importance:**

High

Port Directors, good morning.

As a reminder, the guidance highlighted below has not been rescinded:

**Once a traveler is in the United States, he or she must be fully processed.**

Queue management operations must occur at the borderline; persons making entry via bus, taxi, POV, etc., may not be returned to Mexico to await processing.

Please have your staff reach out at any time if further clarification is needed.

Thank you,

(b)(6), (b)(7)(C)

Deputy ADFO – Border Security

Laredo Field Office

(b)(6), (b)(7)(C)

Office

Mobile

Fax

**(b)(6), (b)(7)(C)**

*WARNING: This document is designated FOR OFFICIAL USE ONLY. It contains information that may be exempt from public release under the Freedom of Information Act (5USC552). This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to FOUO information, and is not to be released to the public or personnel who do not have a valid "need-to-know" without prior approval from U.S. Customs and Border Protection, Office of Field Operations, Laredo Field Office.*

From: **(b)(6), (b)(7)(C)**

Sent: Thursday, May 24, 2018 3:22 PM

To: **(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C)**

Cc: HIGGERSON, DAVID P

**(b)(6), (b)(7)(C)**

**(b)(6), (b)(7)(C), (b)(7)(E)**

Subject: FW: Metering Guidance Memo

Importance: High

Port Directors:

For immediate action.

Please let me know when your supervisors and managers have been mustered.

Provide updates at the 25% complete, 50% complete, etc.

Call me if you have any questions.

**(b)(6), (b)(7)(C)**

Assistant Director Field Operations - Border Security

Laredo Field Office

Office of Field Operations

Laredo, Texas

**(b)(6), (b)(7)(C)** (office)  
(mobile)

---

**From:** (b)(6), (b)(7)(C)  
**Sent:** Thursday, May 24, 2018 1:14:16 PM  
**To:** (b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo

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**From:** HOWE, RANDY J  
**Sent:** Thursday, May 24, 2018 6:48:35 PM  
**To:** FLORES, PETE ROMERO; (b)(6), (b)(7)(C) RAMIREZ, GUADALUPE H; MANCHA, HECTOR; HIGGERSON, DAVID P;  
(b)(6), (b)(7)(C)  
**Cc:** (b)(6), (b)(7)(C) HOFFMAN, TODD A; (b)(6), (b)(7)(C) Owen, Todd C (AC OFO)  
**Subject:** FW: Metering Guidance Memo

DFOs,

Please ensure this guidance is mustered face to face with all supervisors and managers assigned to your ports of entry.

In particular the direction that, *once a traveler is in the United States, he or she must be fully processed* – must be strictly adhered to.

Please confirm when this has been fully mustered.

Thanks,

Randy

Randy J. Howe  
Executive Director, Operations  
Office of Field Operations  
U.S. Customs and Border Protection  
(b)(6), (b)(7)(C) (Office)  
(b)(6), (b)(7)(C) (Cell)

---

**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 10:08 AM  
**To:** FLORES, PETE ROMERO; (b)(6), (b)(7)(C) HIGGERSON, DAVID P  
(b)(6), (b)(7)(C) MANCHA, HECTOR (b)(6), (b)(7)(C) RAMIREZ, GUADALUPE H  
(b)(6), (b)(7)(C)  
**Cc:** HOWE, RANDY J (b)(6), (b)(7)(C)  
(b)(6), (b)(7)(C)  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

MEMORANDUM FOR: See Distribution

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

SUBJECT: Metering Guidance

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Distribution: Director, Field Operations, El Paso  
Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson



---

**From:** FLORES, PETE ROMERO  
**Sent:** Friday, April 27, 2018 11:47 AM  
**To:**

(b)(6), (b)(7)(C)

**Subject:** FW: Metering Guidance Memo  
**Attachments:** Metering Guidance Memo.pdf

See guidance provided for controlling flow into POEs. Please ensure information is disseminated as appropriate.

---

**From:** HOFFMAN, TODD A  
**Sent:** Friday, April 27, 2018 7:08:25 AM  
**To:** FLORES, PETE ROMERO; HIGGERSON, DAVID P; MANCHA, HECTOR; RAMIREZ, GUADALUPE H  
**Cc:** HOWE, RANDY J; DRAGANAC, JOSEPH; CAMPBELL, CARL S; HUTTON, JAMES R  
**Subject:** FW: Metering Guidance Memo

Directors,

Please see the attached processing guidance during surge events.

**MEMORANDUM FOR:** See Distribution

**FROM:** Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

**SUBJECT:** Metering Guidance

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                              Director, Field Operations, Laredo  
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                              Director, Field Operations, Tucson



**U.S. Customs and  
Border Protection**

APR 27 2018

MEMORANDUM FOR: See Distribution (b)(6), (b)(7)(C)

FROM: Todd C. Owen  
Executive Assistant Commissioner  
Office of Field Operations

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Director, Field Operations, Laredo  
Director, Field Operations, San Diego  
Director, Field Operations, Tucson